

UNITED STATES PATENT AND TRADEMARK OFFICE

PATENT NO. : US 7,174,011 B2
DATED : FEBRUARY 6, 2007
INVENTOR : PHILIP T. KORTUM, BENJAMIN A. KNOTT, RANDOLPH G.
BIAS, ROBERT R. BUSHEY
ASSIGNEE : AT&T KNOWLEDGE VENTURES, L.P.

REQUEST FOR CERTIFICATE OF CORRECTION
UNDER 37 CFR 1.322

ATTENTION: CERTIFICATE OF CORRECTIONS BRANCH
COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450

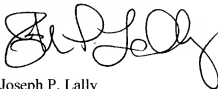
Dear Sir:

This paper is submitted in connection with the above referenced patent. The Patent contains one or more errors and, accordingly, a Certificate of Correction is respectfully requested. Attachment A to this document shows the errors and requested corrections. In addition, a proposed Certificate of Correction is attached.

Assignee believes that, because one or more of the errors corrected herein was incurred through the fault of the Assignee, the Commissioner is hereby authorized to charge the \$100.00 fee, and any further fees necessary, or credit any overpayments, to Jackson Walker L.L.P. Deposit Account No. 10-0096.

If any questions arise during the processing of this request, please do not hesitate to contact the undersigned at the number listed below.

Respectfully submitted,



Joseph P. Lally
Reg. No. 38,947
ATTORNEY FOR ASSIGNEE

ATTACHMENT A

On the Title Page

Please add the following:

(73) Assignee: AT&T Knowledge Ventures, L.P., Reno, NV (US)

In the Claims:

1. A method of providing a customer with updated wait time messages during a call to a call center, comprising the steps of:

- receiving an incoming customer call; calculating an expected wait time;
- playing an initial voice message informing the customer of the expected wait time;
- playing a wait time audio indicator wherein the wait time audio indicator comprises **a** ~~audible~~ an audible signal having at least one parameter that varies with time, wherein a value of the parameter is indicative of a remaining wait time; and
- during the wait time, recalculating, at least once, the remaining expected wait time.

16. An automated call center for processing customer calls, comprising:
a call receiving unit for receiving telephonic input from a customer;
a DTMF receiver for decoding DTMF signals input by the customer; ~~a queue manager operable to calculate an expected wait time for customers on hold;~~
a queue manager operable to calculate an expected wait time for customers on hold;
a wait message generator for generating voice wait time messages; and
a wait time audio generator for generating audio signals having a substantially continuously audible characteristic that varies during a hold time wherein the value of the audible characteristic at any time is indicative of the expected wait time.

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Page 1 of 1

PATENT NO. : 7,174,011 B2

APPLICATION NO.: 10/617,486

ISSUE DATE : FEBRUARY 6, 2007

INVENTOR(S) : PHILIP T. KORTUM, BENJAMIN A. KNOTT, RANDOLPH G. BIAS, ROBERT R. BUSHEY

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

On the Title Page:

Please add the following:

(73) Assignee: AT&T Knowledge Ventures, L.P., Reno, NV (US)

In the Claims:

1. A method of providing a customer with updated wait time messages during a call to a call center, comprising the steps of:
receiving an incoming customer call; calculating an expected wait time;
playing an initial voice message informing the customer of the expected wait time;
playing a wait time audio indicator wherein the wait time audio indicator comprises **a audible**
an audible signal having at least one parameter that varies with time, wherein a value of the
parameter is indicative of a remaining wait time; and
during the wait time, recalculating, at least once, the remaining expected wait time.

16. An automated call center for processing customer calls, comprising:
a call receiving unit for receiving telephonic input from a customer;
a DTMF receiver for decoding DTMF signals input by the customer; **a queue-manager**
operable to calculate an expected wait time for customers on hold;
a queue manager operable to calculate an expected wait time for customers on hold;
a wait message generator for generating voice wait time messages; and
a wait time audio generator for generating audio signals having a substantially continuously
audible characteristic that varies during a hold time wherein the value of the audible
characteristic at any time is indicative of the expected wait time.

MAILING ADDRESS OF SENDER (Please do not use customer number below):

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AUSTIN, TEXAS 78701

This collection of information is required by 37 CFR 1.322, 1.323, and 1.324. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.0 hour to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Attention Certificate of Corrections Branch, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.